

Quality System **Response: Document removed, content to be rewritten & placed in Preface**

Scope

This reference document includes information required to ensure projects satisfy the needs and objectives for which it was undertaken, consisting of planning, quality assurance and quality control. Quality systems facilitate delivery of effective and efficient products and services to our internal and external customers. **Recommend deleting second sentence. It is assumed.**

Distribution

All USACE Employees **Why all employees?**

Ownership

The BP/P2 Program Office is responsible for ensuring that this document is necessary, that it reflects actual practice, and that it supports corporate policy.

Responsibilities

All USACE organizations and team members are responsible for the evaluation and analysis of the strengths and weaknesses of their programs, projects, and supporting business processes. They continuously improve the quality system by seeking out enablers and impediments to program and project excellence, working to remove any encumbrances. Refer to *Lessons Learned[PROC1021]*. All operating field offices share process improvements, demonstrated best practices using lessons learned protocols, promoting consistency and continuous improvement across USACE. **What is specifically meant by operating field offices?** RBCs facilitate sharing of district and regional business process and practice improvements, also using lessons learned protocols. RBCs provide recommendations to HQUSACE for necessary improvements and modifications to quality guidance documents.

Why only RBCs? Districts/Labs/Centers ensure subordinate program and project managers develop quality management plans focused on processes used to delivery quality products and services to customers. Districts/Labs/Centers develop command-wide quality management plans that include processes and checks to verify that products and services are provided to customers in accordance with appropriate quality objectives.

Districts/Labs/Centers perform quality assurance on the information contained in P2 for projects and programs within their commands.

MSCs ensure all their subordinate districts follow the standard USACE business practices contained in the PMB manual, and enter lessons learned into P2. **Why aren't all levels and the customers encouraged to enter lessons learned into the corporate LL system(s)? Also, it appeared earlier that LL went into Dr. Checks. Clarify where LL are to be entered and by whom.**

MSCs perform quality assurance of their subordinate districts' quality process through periodic audits using an integrated approach consistent with the PMBP. **What is specifically included in an 'audit' ?**

States that MSC's do QA basically through after-the-fact audits. Why isn't MSC QA ongoing as the former Director of Civil Works (now DCG) has advocated on many occasions? Also, this part states that Districts do QMP's but where is actual methodology addressed, at least for cross-referencing purposes?

MSC quality management personnel review their districts' quality management documentation, and perform periodic on-site audits.

MSCs perform quality assurance on the information contained in P2 for projects and programs within their regions.

